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| AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT | | | | 1. Contract Number | | Page of Pages 11 | |
| 2. Amendment/Modification Number A03 | | 3. Effective Date 29-Dec-06 | | 4. Requisition/Purchase Request No. RQ289775 | | 5. Solicitation Caption IT ServUs Tier I Technicians | |
| 6. Issued By: Office of Contracting and Procurement Office of the Chief Technology Officer 441 - 4th Street, NW, Suite 700 South Washington, DC 20001 | | | | 7. Administered By (If other than line 6) | | | |
| 8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code) | | | | (X) | 9A. Amendment of Solicitation No. DCTO-2007-R-0009 | | |
| | | | | | 9B. Dated (See Item 11) 6-Dec-06 | | |
| | | | | | 10A. Modification of Contract/Order No. | | |
| | | | | | 10B. Dated (See Item 13) | | |
| Code | | Facility | | | | | |
| 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS | | | | | | | |
| <input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input checked="" type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. | | | | | | | |
| 12. Accounting and Appropriation Data (If Required) | | | | | | | |
| 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14 | | | | | | | |
| (X) | A. This change order is issued pursuant to: (Specify Authority) | | | | | | |
| | The changes set forth in Item 14 are made in the contract/order no. in item 10A. | | | | | | |
| | B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2. | | | | | | |
| | C. This supplemental agreement is entered into pursuant to authority of: | | | | | | |
| | D. Other (Specify type of modification and authority) | | | | | | |
| E. IMPORTANT: Contractor <input checked="" type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office. | | | | | | | |
| 14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) | | | | | | | |
| Attached: Questions and Answers from pre-proposal conference. | | | | | | | |
| Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect | | | | | | | |
| 15A. Name and Title of Signer (Type or print) | | | | 16A. Name of Contracting Officer William Sharp | | | |
| 15B. Name of Contractor | | 15C. Date Signed | | 16B. District of Columbia | | 16C. Date Signed | |
| (Signature of person authorized to sign) | | | | /s/ | | 29-Dec-06 (Signature of Contracting Officer) | |

Questions Submitted from Pre-proposal Conference
December 21, 2006
Amendment No. A03

1. Since in the SOW the term “required” (4.2.1) (direct experience in a D.C.....) will be changed to desired. Should not that change the ranking of EXPERIENCE to a lower percentage point?

No. EXPERIENCE is the Critical Factor in the evaluation and selection of the best candidates for these positions.

2. PRICING

Since pricing will be stressed, should not pricing carry a higher percentage point in the ranking factor.

Pricing should not overshadow the requisite skill set and experience. It does not benefit the Program Office to hire contractors based heavily on pricing alone.

3. Could you elaborate more on the pricing for NIGHT DIFFERENTIAL?
I understand it should be included in the pricing. Is there anything else I should be aware of?

There should be only one price for services. In estimating the price, the contractor should take into consideration that an individual may be required to work nights and/or weekends and holidays. This will allow the Program Office the flexibility to move personnel as required to fill unplanned gaps in support without changing the pricing structure.

4. Approximately, how long after the due date will the awardee be notified?

The goal of the Program Office is to review all submissions and make our recommendation within 10 business days or less after receiving and evaluating each candidate package. OCP will first notify awardees once the selection process has been completed.

5. Will there be a general notification?

A notice will be posted on the DC Government Website of the selected companies immediately after an award. All companies on the mailing list will be notified of the award and selected companies, via e-mail.

6. In reference to the Solicitation Number DCTO-R-0004 section “J.07” List of Attachments, on the “Previous Experience Questionnaire” please explain what is meant by question number 9?

7. Organization and work that will be available for this project:

- a. (1) Minimum number of employees: _____ and (2) Maximum number of employees: _____

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I don't understand this question. The RFQ's are for the exact number of positions listed. All positions will be filled, but not necessarily by the same vendor. Multiple awards are expected.

8. In reference to the Solicitation Number DCTO-R-0004 section "J.08" List of Attachments, who is responsible for filling out the "Summary Evaluation of Contractor/Provider Past Performance" form?

This is a form to be filled-in by companies and/or agencies that the contractor may choose as references. This form may be reproduced and given to a representative from a State, Federal and/or local agency and included within the proposal package. Please do not have these references submitted separately.

9. Can you please provide a list of all of the attendees to the Pre-Proposal Conference?

Yes. A list is forthcoming.

10. After attending the conference we have learned that there are 15 companies that are currently on the contract, can you list the names of these companies and their LSDBE status?

The list of companies is provided in question 18 below.

11. Can you please provide a list of post award winners?

This question is non-responsive. There are no post award winners.

12. Since the government can award individual contracts, do you have to submit a resume for each of the open positions?

Yes. However, you do not have to submit a resume for every position. Only the ones that you are interested in.

13. Upon submitting the proposal and being selected for the contract award will the contractor receive all the positions under the award or will there be 1-2 positions under a multiple award scenario?

Although the possibility certainly exists that a single vendor may be awarded the entire contract, it is more likely that multiple awards will be given.

14. In section "J.9" under Required Competency 4.2.1 states "Direct experience in a DC Government Information Technology environment required (within in the past 90 days)", by this requirement it restricts all qualified LSDBE firms. Is this a requirement?

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That requirement was discussed at the meeting and was deemed to be in error and was dropped. It is being reworded as follows:

“Direct experience in a DC Government Information Technology environment within the past 90 days is desired by not required.”

15. Solicitation No. DCTO-2007-R-0004 for Support Technician Tier2

It is stated in the Statement of Work (SOW) Attachment in paragraph 4.2.1 that a candidate for the Tier2 position must have “one (1) year experience in a DC Government Information Technology environment” and in paragraph 4.1.5 that a candidate must have “Direct DC Government Remedy experience within a PC Helpdesk environment with a customer base of at least 5,000 mandatory. Experience must be within the past 90 days.”

Comments:

The Contractor believes that both of these paragraphs restrict competition because only an incumbent contractor will be able to satisfy these requirements. The Contractor also believes that paragraph 4.2.1 should be deleted and that paragraph 4.1.5 should be reworded to state a candidate for the position must two (2) years experience in Information Technology and hands-on Remedy experience within a PC Helpdesk environment within the past 90 days.

Para 4.2.1 to the Tier 2 SOW will be reworded as follows:

“It is desired that the candidate have a minimum of one (1) year experience in a DC Government Information Technology environment”

Para 4.1.5 to the Tier 2 SOW will be reworded as follows:

“Candidate must have a minimum of (2) years experience in an Information Technology environment with proven skills demonstrating hands-on PC Helpdesk support. This must include hands-on Remedy experience as a ticket tracking and assignment tool. Experience must be within the past 90 days.”

15. Paragraph 5.4.3 seems to contradict the Period of Performance of 1000 hours.

This question should be addressing Section B.3 – Price Schedule and Section F – Period of Performance of 1000 hours per person. This is not a base year, but a base period of 1000 hours per person, with four (4) Option periods of 1000 hours per person, totaling 5000 hours per person.

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17. Solicitation number DCTO-2007-R-0009 for Support Technician Tier1

It is stated in the SOW Attachment in paragraph 4.2.1 that a candidate for the Tier1 position must have “Direct experience in a DC Government Information Technology environment required (within in the past 90 days)” and in paragraph 4.2.5 that a candidate must have “Direct DC Government Remedy experience within a PC Helpdesk environment with a customer base of at least 5,000 mandatory. Experience must be within the past 90 days.”

The Contractor believes that both of these paragraphs restrict competition because only an incumbent contractor will be able to satisfy these requirements. The Contractor also believes that paragraph 4.2.1 should be deleted and that paragraph 4.2.5 should be reworded to state a candidate for the position must two (2) years experience in Information Technology and hands-on Remedy experience within a PC Helpdesk environment within the past 90 days.

Para 4.2.1, the Tier 1 SOW will be re worded as follows:

“It is desired that the candidate have a minimum of one (1) year experience in a DC Government Information Technology environment”

Para 4.1.5 will be reworded as follows:

“Candidate must have a minimum of (2) years experience in an Information Technology environment with proven skills demonstrating hands-on PC Helpdesk call center support. This must include hands-on Remedy experience as a ticket tracking and assignment tool. Experience must be within the past 90 days.”

18. Can you provide a list of all incumbent contractors and whether they are or not an LSDBE?

The following vendors have at lease one current contract with the program:

**7-Corp (LSDBE)
AITC (LSDBE applied)
DBTS (LSDBE)
GiniCorp (LSDBE)
Modis
New Light Tech (LSDBE)
PC Net (LSDBE)
R-One (LSDBE applied)
TDC (LSDBE)**

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During various months of FY06, the following vendors had contracts that were not renewed due to budgetary restraints:

**DBTS (LSDBE)
COMSYS
SEND Technologies (LSDBE)
LioBMedia (LSDBE)
DBTS (LSDBE)
PC Net (LSDBE)
Modis**

19. Can you list the companies that are currently on the contract?

See item 18 above.

20. Since you can award multiple contracts per solicitation, am I to understand that you do not have to submit the full number of resumes for the requirement? Can you respond to one position or all positions?

That is correct. You are not required to submit candidates for all positions listed.

21. Section B.3.3 The Offeror shall include, in its rate, the cost of providing laptop computers and/or PDA by the contractor for each contracted staff member assigned to this contract.

Please provide specifications for the laptops referred to in Section B.3.3.

If a laptop is needed, it needs to have XP (Pro) SP2 and MS Office installed. Wireless capability is optional but not required. It is recommended that the laptop have a DVD readable drive. Compliant District standard antivirus software will be provided by OCTO IT Security. Make, model, speed and accessories are determined by the contractor. It should be noted that this option is rarely used. Tier 1 staff does not require vendor supplied PDA's or laptops. Tier 1 staff is currently supplied specially configured District owned PC's for call center use however, a PDA is required for Tier 2 staff since they need the ability to send and receive email as well as send and receive phone calls while out in the field. Hourly rates should consider the additional costs for the purchase and monthly subscription fees for PDA use by Tier 2 staff. . Since models and features change frequently, we cannot recommend a specific model. Whatever PDA is selected, it should be compatible with the Districts standard Goodlink application software. We will be happy to discuss technical specifics to any awardee if the need arises. Most modern PDA's on the market today is compatible with Goodlink software but it's recommended that the vendor discuss the make, model and operating system of the PDA with us prior to purchase so we can ensure compatibility.